

Hiring a Service Provider



1

Know what you want and get ready.

Make a list of the activities you want help with. Do you need support grocery shopping? Do you want to get out in the community for fun? Are you open to accepting help?



2

Start your search.

Let your case manager know you want to hire a provider. Oregon has an online directory for hiring Personal Support Workers. When you hire a PSW, you are the responsible "Employer of Record." When you choose to hire an agency instead, they are the responsible party for the Direct Support Professional who will work with you. You still call the shots.



3

Make sure they're qualified and available.

All PSWs and DSPs have criminal background checks. You also want to know if they 1. have the specific skills you need like being able to help you use your equipment and 2. have the experience you need like if they've worked for someone with your disabilities before. Does their schedule match what you need? Make a list of what you need.



4

Find a good fit.

You aren't trying to find a friend, but you do need to get along with your provider. Do they respect people with disabilities and understand self-determination? Do they have habits that will be a problem for you like smoking? Make a list of what matters to you.



5

Interview

Ask your case manager (Personal Agent or Services Coordinator) for help with interviewing. Have your questions written down. Interview people in a neutral place rather than your home, like your case manager's office. Communicate clearly about what you expect in a provider. Ask them what they have to offer. Use the lists you prepared.